

## CHIEF'S MESSAGE

*The men and women of the Montgomery County Police Department (MCPD) have dedicated their professional lives to making our community safe. In the performance of their duties they will have contact with hundreds of thousands of people each year. Those contacts take many forms; in person, by telephone, and in writing. No matter what type of contact you have with the MCPD, you should be treated with courtesy and professionalism. The reality is that many of the contacts people have with police are under difficult circumstances - crime victims, those calling 911 for assistance, those being stopped or arrested, and the many other situations that may find you dealing with a police department employee. MCPD employees are trained and equipped to assist those in need, and to enforce the law with integrity. If you would care to commend any member of the MCPD, a thank you is always appreciated. If you don't believe you were treated legally or professionally, let us hear from you. We are accountable first and foremost to those we serve.*

*~ Chief J. Thomas Manger*

## COMPLIMENTS

### How do I compliment a Police Employee?

Citizens wishing to compliment an employee should prepare a brief description of the employee's performance and mail it to the employee's commander listed on the back of this brochure.

### What happens if I do not know where the employee is assigned?

In those instances where the employee's command is not known, the letter may be sent to the Office of the Chief.

### What happens to the compliment?

Once the Department is in receipt of the compliment, a copy of the letter will be placed in the employee's personnel file. Depending on the circumstances surrounding the letter of compliment, the employee could be nominated for an interdepartmental letter of compliment or award.

### Will I be notified that the Department has received my letter of compliment?

YES. You will be notified via a letter from the Office of the Chief that the Department has received your letter.

## COMPLAINTS

The primary function of the Internal Affairs Division (IAD) is to investigate complaints made against both police officers and civilian members of the Department. To ensure public trust and to maintain the Department's integrity the office conducts immediate, thorough, objective and unbiased investigations of official misconduct. This procedure - also allows us to ensure that various policy protocols are in the best interest of public service.

### What does IAD do with the complaint?

The Director of IAD will evaluate the severity of the complaint. Based on the nature of the complaint, it will be referred to the appropriate level for investigation. The IAD investigates all allegations of major rule violations.

### Will I be contacted by the Department?

YES. Following the assignment of the complaint, you will be contacted by an investigator. The investigator will then interview witnesses and members of the Department.

### How are cases reviewed for completeness?

All cases are reviewed by the Director of the Internal Affairs Division for completeness.

### How are cases evaluated?

Once a case has been investigated and reviewed it is given one of five classifications. The classification given is known as the finding(s):

*Unfounded: Based on the facts of the investigation, the act(s) did not occur.*

*Exonerated: Actions of the involved employee(s) were justified, lawful and proper.*

*Insufficient evidence: There was not enough evidence to prove or disprove the allegation(s).*

*Sustained: Sufficient evidence to prove the allegations of misconduct.*

*Policy Failure: Omissions or insufficient/ineffective policy to address the allegation(s).*

### When does the Chief's Office review cases?

If a complaint is classified as sustained or if the Director of IAD and the employee's Commander/Director disagree as to how the complaint is to be classified, the case is reviewed by the Internal Investigative Review Panel, to include, the four Assistant Chiefs, the Director of IAD and the Commander/Director of the involved employee(s). The review is then forwarded to the Chief of Police.

### How are the people involved notified?

The complainant is notified by letter with the results and findings of the investigation.

### Will my complaint impact on any charges previously placed against me by the police?

NO. Criminal and traffic charges must be resolved by the courts.

### What happens at the conclusion of an Investigation?

If the investigation fails to sustain any misconduct, you will receive a letter from the Director of IAD advising you of the outcome. If misconduct is established, the Chief of Police will make a disciplinary recommendation to the employee. If the employee accepts that recommendation the matter will be concluded. Should the employee decline the offer the matter will follow an appeals process. In the case of a civilian employee, a grievance process is implemented. In those cases involving police officers, an administrative hearing will be convened and testimony will be taken under oath. ***As a complainant you will be called to testify.*** In all cases, the complainant will be notified of the investigative results.

### Will I be informed of any disciplinary action taken?

You will be informed of any disciplinary action taken at the conclusion of the investigation/appeals/grievance process.

## **MONTGOMERY COUNTY DEPARTMENT OF POLICE**

Internal Affairs Division  
100 Edison Park Drive  
Gaithersburg, Maryland 20878  
(240) 773-6000

Office of the Chief  
100 Edison Park Drive  
Gaithersburg, Maryland 20878  
(240) 773-5000

### **DISTRICT STATIONS**

1st District - Rockville  
100 Edison Park Drive  
Gaithersburg, Maryland 20878  
(240) 773-6070

2nd District - Bethesda  
7359 Wisconsin Avenue  
Bethesda, Maryland 20814  
(301) 652-9200

3rd District - Silver Spring  
1002 Milestone Drive  
Silver Spring, Maryland 20904  
(240) 773-6800

4th District - Wheaton/Glenmont  
2300 Randolph Road  
Wheaton, Maryland 20902  
(240) 773-5500

5th District - Germantown  
20000 Aircraft Drive  
Germantown, Maryland 20874  
(240) 773-6200

6th District - Montgomery Village/Gaithersburg  
45 West Watkins Mill Road  
Gaithersburg, Maryland 20878  
(240) 773-5700

## **REGIONAL SERVICES CENTERS**

Bethesda-Chevy Chase Center  
4805 Edgemoor Lane  
Bethesda, Maryland 20814  
(240) 777-8200

Mid-County Center  
2424 Reddie Drive  
Wheaton, Maryland 20902  
(240) 777-8100

Eastern Montgomery Center  
3300 Briggs Chaney Road  
Silver Spring, Maryland 20904  
(240) 777-8400

Silver Spring Center  
One Veterans Plaza  
(corner of Ellsworth and Fenton Streets)  
Silver Spring, Maryland 20910  
240-777-5300

Upcounty Center  
12900 Middlebrook Road  
Germantown, Maryland 20876  
(240) 777-8000

Montgomery County Department of Police

# **CITIZEN COMPLIMENT & COMPLAINT PROCESS**

INTERNAL AFFAIRS DIVISION



Montgomery County Department of Police  
Internal Affairs Division  
100 Edison Park Drive  
Gaithersburg, Maryland 20878

